Golam Morshed

https://golammorshed.com/

👤 Profile

I am Golam Morshed, a Senior Software Engineer with a proven track record in web and mobile application development and deploy in cloud server, managing IT infrastructure and customer technical support. As a performance-driven Software Engineer, I specialize in developing and deploying robust and stable software. I possess extensive expertise in managing web and mobile applications catering to a user base of 500+. My diverse skill set includes a wide range of programming languages, enabling me to approach challenges from various angles. Over the course of 5+ years, I have excelled in managing software development projects with a strong focus on quality and efficiency. Beyond my technical capabilities, I am recognized as an effective coach and mentor, guiding exceptionally talented teams to achieve their full potential. My passion for innovation drives me to enhance user experiences and streamline processes for optimal results.

💼 Employment History

Software and Customer Technical Support Engineer at Fvis Sdn Bhd, Kuala Lumpur, Malaysia (Remote)
June 2022 — Present

- Provide technical support to Fvis Sdn Bhd's diverse client base, consistently exceeding customer satisfaction targets and maintaining a 95%+ customer satisfaction rating.
- Resolve customer inquiries and issues via online chat support.
- Collaborate closely with the software development and quality assurance teams to identify and report software bugs and usability issues, leading to continuous improvements in product reliability and user experience.
- Develop and maintain comprehensive technical documentation, including FAQs, knowledge base articles, and troubleshooting guides, streamlining customer self-help resources.
- Collaborate with cross-functional teams to escalate and resolve complex technical issues when necessary.

Software Engineer at Global Shopping Mall Sdn Bhd, Kuala Lumpur, Malaysia (Sister Company of Fvis Sdn Bhd)
February 2021 — July 2023

- Led a cross-functional team of engineers and product managers to successfully complete a major software project on time and within budget.
- Embedded test-driven development practices into existing processes to elevate the quality of code.
- Rigorously quality-checked code to enhance performance standards, following Agile methodologies.
- Successfully designed, tested, and implemented new and updated in house software application using Laravel and VueJS Framework.
- Prepare and conduct User Acceptance Testing (UAT).

Personal Details

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Links

Website
GitHub
Certificates
Research Paper
Award
LinkedIn
Photography

Skills

HTML & CSS

JavaScript

Bootstrap

VueJS

jQuery

SQL

MySQL

OOP

Azure

PHP

Laravel

Docker

C#

ASP.NET Core

WordPress

Flutter

Frond-End Developer at Yummi Hero Sdn Bhd, Kuching, Malaysia
February 2020 — January 2021

- Developed a custom UI library that increased developer productivity and code reuse.
- Improved JavaScript and CSS quality by conducting code analysis and recommending changes in policies and procedures.
- Optimised web pages for maximum speed and scalability, increasing page views by 100%.
- Created custom design by harnessing HTML, CSS, JavaScript and Vue.js skills.
- Improved website navigation with clear and intuitive UX mapping.

Full Stack Software Developer (Contact) at University Malaysia Sarawak, Kuching, Malaysia.
September 2019 — February 2020

- Successfully developed and implemented clean, clear, and well-tested Laravel code for government projects.
- Collaborated with multidisciplinary teams to complete projects on time and within budget. Designed and built scalable APIs to increase the development workflow.
- Carefully documented technical workflows, using records for training new staff. Ensured bug reports were remedied, handling all associated issues promptly and effectively. Deployed new front-end features, capturing higher performance metrics than previous averages.
- Analysed system and software requirements to meet operational needs.
- Increased user experience scores by practising innovative forward-thinking and overcoming challenges creative*ly*.

🎓 Education

Master of Information Systems, University of Portsmouth,

United Kingdom.

September 2022- September 2023

Bachelor of Computer Science (Software Engineering), University Malaysia Sarawak, Kuching, Malaysia.

September 2013 — January 2018

Postman

Github

Jira

Microsoft PowerPoint

BALSAMIQ

Microsoft Office

Figma